ABSTRACT OF THE DISCLOSURE

A server-implemented mechanism for coordinating communication between various teams in a manner that assists in the generation of corrective software that resolves a software performance deviation. In a broader context, the server coordinates inter-team communication for any other purposes. The server identifies a course of steps that when successfully completed advances the purpose (e.g., development of corrective software). For each of the steps in the course of steps, the server identifies a corresponding team of one or more people responsible for proper implementation of the step. For any given step in the course of steps, the server provides a user interface that at least a representative of the responsible team may access to complete the step. The server also facilitates notification between different teams when the workflow transfers from one team to another. The mechanism also tracks progress and schedules associated with the communications.

W:\13768\385\AJL0000000236V001.doc

Docket No. 13768.385